

# SERVICES

## THE LIBRARY CAN OFFER YOU

### A COLLECTION AT YOUR FINGERTIPS

- Access to over 250,000 items at this library alone
- Friends' Bestsellers (7 Day) Collection
- Current Newspapers and Magazines
- International Language Collection (23 languages)
- English as a Second Language Collection
- Books on CD
- Movies and television programs on Blu-ray and DVD
- Used, but Sterling Friends' Bookstore

### TECHNOLOGY CENTER

- Free high-speed wireless Internet access
- Over 60 public computers with Internet access and the Microsoft Office Suite
- Free eBooks, digital audiobooks, and digital magazines
- Regular computer classes and one-on-one technology appointments
- Access to over 60 databases that include academic, automotive, business, genealogical, historical, legal, medical, and other sources
- Digital historical photo archive

### PROGRAMS FOR ALL AGES

- Adult, family, teen, and youth programs including author visits, book groups, films, finance programs, puppet shows, storytimes, and more
- Outreach program with deliveries to home-bound residents and senior facilities
- Library cable channel 12 (Comcast) and 18 (WOW)
- Memorial/Honor Book Program

# How

## CAN I HELP THE LIBRARY?

### JOIN THE FRIENDS OF THE LIBRARY

The Friends of the Sterling Heights Public Library volunteer their time and talents for the library. They run the Used, but Sterling, Bookstore and raise money for library projects. You can find a membership form online at [www.shpl.net](http://www.shpl.net).

### ITEM DONATIONS

The library accepts donations of books and other materials at any time. We will issue a receipt for the number of items donated. Please keep the following guidelines in mind:

- Donated items should be in good to excellent condition. This means no books with torn covers, out-of-shape spines, dirty, smelly, etc.
- Donations may be brought to the Friends Book Store, the circulation counter, or to the library's back loading dock.

### MEMORIAL HONOR BOOK PROGRAM

If you would like to honor or memorialize a friend or family member with a gift book to the library, you may use forms available throughout the library or call us at 586-446-2640 for more information. Your contribution is tax deductible.



40255 Dodge Park Road  
Sterling Heights, MI 48313  
(586) 446-BOOK (2665)  
[www.shpl.net](http://www.shpl.net)



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## HOURS OF OPERATION

**Monday-Thursday**  
9:30 a.m. to 9:00 p.m.

**Friday**  
1:00 p.m. to 5:00 p.m.

**Saturday**  
9:30 a.m. to 5:00 p.m.

**Sunday**  
Closed

## LIBRARY PHONE NUMBERS

General Information, Hours,  
Circulation Services  
(586) 446-BOOK (2665)

24-Hour Renewals (586) 203-8725  
Administration (586) 446-2640  
Adult Services (586) 446-2642  
Youth Services (586) 446-2644  
Friends Bookstore (586) 446-2646

# WHAT

## SHOULD I KNOW ABOUT MY CARD?

### IMPORTANT CHECKOUT TIPS

- Bring your library card. Without it, you may check out three items with identification up to three times per year.
- If you lose your card, a replacement card costs \$3. Proof of residency is required at the time.

### PIN

- Your PIN can be accessed at the Circulation Desk if you are over 18 with a valid picture ID.

### COMPUTER & INTERNET ACCESS

- Library card and PIN are required to log on.
- If you do not have a library card, you may purchase a guest pass for \$4.

### CIRCULATION LOANS AND OVERDUE FEES

Library Items	Max Renewals*	Days Lent	Daily Fine	Max Fine
Books (hardcover)	2	21	\$0.25	\$15
Books (paperback)	2	21	\$0.25	\$5
Books (CD)	2	21	\$0.25	\$15
Magazines	2	21	\$0.25	\$5
Bestsellers	0	7	\$0.25	\$15
CDs**	2	14	\$0.25	\$15
DVDs**	2	14	\$0.25	\$15
Blu-Rays**	2	7	\$0.25	\$15
Videogames***	0	14	\$0.25	\$15
Book Club Kits	2	42	\$1.00	\$50

\* Cannot renew if reserved by another patron

\*\* Limit of 10 items per library card

\*\*\* Limit of 1 item per library card

### CARD PRIVILEGES MAY BE AFFECTED BY:

- Fines
- Lack of use
- Library policy changes

**IMPORTANT: The library sends accounts owing \$25 or more to a collection agency.**

# HOW

## DO I SEE MY ACCOUNT AT HOME?

### RENEW ITEMS OVER THE PHONE

- Call (586) 203-8725 for the 24-hour touchtone telephone renewal line. Also, use this number to get a list of titles on loan, change your PIN, list titles on hold ready for pickup, and check your current fine balance (does not include overdue materials not yet returned). You will need a PIN to access your account. Ask the Circulation Desk about your PIN.
- Call (586) 446-BOOK (2665) for staff assistance.



### RENEW ITEMS ONLINE

- Visit the library's website at [www.shpl.net](http://www.shpl.net).
- At the top of the screen, type in your library card number and PIN, then press the *Log In* button.
- A new page should appear. At the top, click on *My Account*.
- Near the top, you should see a series of tabs. Click the tab called *Checkouts*.
- Click on the checkbox next to each item you want to renew.
- Press the *Renew* button.



### PAY BILLS ONLINE

- Visit the library's website at [www.shpl.net](http://www.shpl.net).
- At the top of the screen, type in your library card number and PIN, then press the *Log In* button.
- A new page should appear. At the top, click on *My Account*.
- Near the top, you should see a series of tabs. Click the tab called *Fines*.
- Press the *Pay Fines* button.
- Enter your credit card information and press the *Submit* button.
- This service has a \$0.50 convenience charge.

# WHERE

## ELSE CAN I USE MY CARD?

### SUBURBAN LIBRARY COOPERATIVE

- The Sterling Heights Public Library is a member of the Suburban Library Cooperative. With this membership, you can borrow materials from all of the public libraries in Macomb County, the Troy Public Library, and the Harper Woods Public Library.
- Please ask a staff member for the list of libraries with contact information for each library.

### MiLIBRARYCARD

- With a MiLibraryCard sticker, you can stop in and borrow print materials from more than 80 of Michigan's public and academic libraries.
- Ask for your free MiLibraryCard sticker at the Circulation Desk.
- Approach a staff member for a complete list of all MiLibraryCard participants.

### MeLCAT

- Go to [mel.org/melcat](http://mel.org/melcat) to request items from libraries all across the state. All you need is a valid library card.
- Computers not your thing? Ask a librarian to order your items by calling (586) 446-2665.
- MeLCat orders may take 1-2 weeks to arrive.

## LIBRARY WEBSITE

[www.shpl.net](http://www.shpl.net)

The library's website is available 24/7. You can browse through our catalog, scope out our programming schedule, scan through dozens of online reference sources, and download the latest ebooks, digital audiobooks, and Zinio digital magazines. You will need a library card to use these resources outside of the library.