

Check Out Materials and Find Answers to Your Questions

ITEMS YOU CAN CHECK OUT

Check out limit = 50 items per library card

Books

- Most books check out for 4 weeks, and most can be renewed for 4 additional weeks, unless the item is reserved for another library patron
- "Most Wanted" and high demand books, check out for 2 weeks, and they may not be renewed
- Books that the system does not own can often be borrowed through Interlibrary Loan for 2 weeks

Books on CD

- Check out for 4 weeks
- Renewable for 4 additional weeks, unless the item is reserved for another library patron

Music CDs

- Check out limit = 5 per library card
- Check out for 2 weeks, and may be renewed for 2 additional weeks. Two renewals permitted

DVDs

- Check out limit = 7 per library card
- Check out for 1 week
- Renewable for 1 additional week, unless the item is "Most Wanted" or reserved for another library patron. Two renewals permitted

Blu-ray Discs

- Check out limit = 7 per library card
- Check out for 1 week
- Renewable for 1 additional week, unless the item is "Most Wanted" or reserved for another library patron. Two renewals permitted

Download Depot

Visit www.lee-county.com/library to check out ebooks, audios and videos to your computer and/or portable device.

Playaways (recorded book format)

- Check out for 4 weeks
- Renewable for 4 additional weeks, unless the item is reserved for another library patron
- AAA batteries and earbuds are needed for Playaways

Book Discussion Kits

- Check out limit = 1 per library card
- Check out for 6 weeks, and may not be renewed

Assistive Devices

- Check out limit = 1 per library card
- Check out for 2 weeks, and may not be renewed

Please have your library card with you each time you visit or call the library.

Your library card number will allow you to sign on to a public Internet computer.



Welcome!

1 Check Out Materials & Find Answers to Your Questions

(includes information about overdue charges & other fees)

2 Guidelines for Public Internet Access

3 Library Patron Confidentiality

4 Patron Code of Conduct

5 Library Locations & Hours

Visit www.lee-county.com/library & use your library card to:

- Renew items
- Download e-books
- Download audio books
- Check your library account
- Download music via Freegal
- Access library subscription e-sources

Telephone Reference
(239) 479-INFO / (239) 479-4636

Check Out Materials and Find Answers to Your Questions

Placing Holds on Materials

- Holds may be placed for items that are in use or on order
- You can place holds at www.lee-county.com/library or at a computer catalog in the library
- You can ask staff to place up to 4 holds at a time. Visit the library or call Telephone Reference at **239-479-INFO (4636)** and have your library card ready
- You can ask to have your holds sent to any library location
- You will be notified when the items become available and have three days to pick them up
- Hold items may only be checked out on the library card that was used to place the hold

Renewing Materials

- Many items may be renewed, if there are no holds on the items
- Renew online or call Telephone Reference **239-479-INFO (4636)** and have your library card ready.

Returning Materials

Items may be returned to any *Lee County Library System* location

Overdue Charges and Other Fees

- Overdue charges: 20 cents per day, to a maximum of \$6 for most items
- Lost or damaged items: Subject to a replacement fee
- Materials Recovery Fee: \$10
- Visitor Library Card: \$15 for 3 months
- Annual Non-Resident Library Card: \$60 for 12 months

Your Account

Access to your *Lee County Library System* account is available 24 hours a day online with your library card number and Password/PIN.

- Receive a list of items you currently have checked out
- Renew materials, unless the item is reserved for another patron
- Place holds and check the status of items on hold
- Check on any overdue materials or overdue charges

For automated access to your account, call **239-485-8585** or visit www.lee-county.com/library. Your Password/PIN is usually the last 4 digits of your phone number. Call Telephone Reference for your account information: **239-479-INFO (4636)** and have your library card ready.

Need Help Finding Answers to Your Questions?

- Visit any location and ask staff for assistance
- Visit www.lee-county.com/library and click on "Ask a Librarian"
- Call Telephone Reference **239-479-INFO (4636)**

Library E-mail

Find out via e-mail that the items you reserved are available. To start this service, ask at your library, go online to www.lee-county.com/library and click "my account," or call **239-479-INFO (4636)** with your name, library card number and current e-mail address. Make sure to set your spam-blocking software to accept e-mail from lib_notice@leegov.com.

Did You Know?

You can register to vote at the library. Ask library staff for details.

Guidelines for Public Internet Access

- 1.** *The Lee County Library System's Patron Code of Conduct* applies to the use of Internet workstations. Patrons whose behavior or action while using the Internet constitutes a nuisance to others will be asked to end their Internet session or leave the Library.
- 2.** Internet use is subject to all applicable laws. Illegal use of Library Internet stations will subject the patron to prosecution by local, state or federal authorities.
- 3.** The Library's Internet stations are available on a first come, first serve basis, or through the computer reservation system at each location. Reservations must be made in person.

- 4.** A Lee County Library card or other valid identification is required to use an Internet station.
- 5.** Internet stations may be used only for specific periods of time. Time periods may vary based on the type and location of the station.
- 6.** Internet access is available up to 15 minutes before Library closing time.
- 7.** Personal hardware or software installation on Library equipment is prohibited.
- 8.** For additional information about using the Library's Internet resources, please review *The Lee County Library System's Internet Policy for Public Use* at www.lee-county.com/library.

Policy For Public Internet Use

The Lee County Library System offers Internet Access in support of its mission to satisfy the informational needs of library users. Internet sites are additional sources of information that supplement the Library's print sources and other electronic sources that are available.

In offering Internet access, the Library does not monitor or have control over the information that can be accessed over the Internet. Although the Internet offers access to many valuable local, national, and international sources of information, not all sources are accurate, complete, current, or appropriate for all users.

Library staff have identified, on the Lee County Library's web site, links to specific sources and sites on the Internet that are consistent with the Library's mission. In providing access to the Internet, *The Lee County Library System* subscribes to the patron's rights to access information, adopted by the Lee County Board of County Commissioners.

In addition, the Library subscribes to the American Library Association's *Bill of Rights, Freedom to Read* statement, *Resolution of the Use of Filtering Software* and its interpretation of those documents. It is the policy of the Library to provide an atmosphere conducive to the appropriate use of Library services and facilities. Patrons using the Library are responsible for reading and complying with the Patron Code of Conduct and Guidelines for Public Internet Access posted in the Library and on the corresponding Library Internet web pages. Failure to comply with these guidelines may result in loss of Library privileges and/or subject the user to prosecution by local, state, or federal authorities.

Internet users must comply with copyright laws and all other applicable laws. Electronic resources, like other Library resources, will be used in compliance with Library policy and procedures and applicable laws.

As with all Library resources, it is the responsibility of parents or guardians to supervise their children's access to the Internet and its resources. The Library does provide children's Internet stations that provide limited access to the Internet.

Parents are encouraged to read the various "child safety" web sites listed on the Library's Internet web site.

Before using the Internet, all patrons are encouraged to preview the "safety on the Internet" web sites listed on the Library's Internet web site.

The Library staff may be contacted for assistance with conducting Internet searches and guidance to appropriate and reliable sites.

Approved by the Lee County Board of County Commissioners, August 2002.

Library Patron Confidentiality: Your Rights Under Florida Law

Your Library Card

Your library card is the key to your registration and patron information. If you share your card or card number, you are giving that person permission to access all the information your record contains. If you are not carrying your library card, it is possible to access your record with photo identification. This transaction must be done in person, and it can only be done for your own record.

Your Privacy

Florida law restricts access by others to your address, phone number, demographic information, items that are currently checked out on your card, items you have requested, overdue items, charges, or any other information contained within your record. If you want to change your phone number, place or pick up a hold, find out what is overdue on a record, etc., you must provide your card or card number.

Families

Children generally have the same rights under Florida law as adults. A child's record can be accessed only through the library card or card number for that record. Parents may be able to find out about overdue fines or lost materials on their children's records if:

- *the parent is named in the child's record*
- *the child is under age 16*

Patrons who do not wish their children's records to remain private should either check out their children's items on their own cards or keep the children's cards with them.

Library Patron Confidentiality: Your Rights Under Florida Law

The Law

Florida Statute 257.261 Library registration and circulation records reads in part:

"All registration and circulation records of every public library, except statistical reports of registration and circulation, are confidential and exempt from the provisions of s.119.07(1) and from s.24(a) of Art. I of the State Constitution. Except in accordance with proper judicial order, a person may not make known in any manner any information contained in such records, except as provided in this section. As used in this section, the term "registration records" includes any information that a library requires a patron to provide in order to become eligible to borrow books and other materials, and the term "circulation records" includes all information that identifies the patrons who borrow particular books and other materials...."

Patron Code of Conduct

The Lee County Library System's Patron Code of Conduct was designed within the framework of existing local, state and federal laws, the American Library Association (ALA) *Code of Professional Ethics*, ALA's *Guidelines for the Development of Policies and Procedures Regarding User Behavior and Library Usage* (January 24, 1993) and the *Library Bill of Rights*. Lee County libraries must provide facilities in which both library users and staff can be free from harassment, intimidation, and threats to their safety.

Acceptable Behavior

Library users are expected to conduct themselves in a manner that does not violate the rights of others, and does not result in damage to library property. *The Lee County Library System* expects the following behaviors within the library:

- Respect of other users' rights of access — both physically and intellectually — to the library
- Appropriate use of library materials, equipment, and property
- Patron responsibility for personal property
- Appropriate public attire, including shoes and shirts
- Parental responsibility for the total behavior of any children using the library

Unacceptable Behavior

The Lee County Library System considers the following behaviors to be unacceptable:

- Engaging in disorderly conduct, unreasonably disturbing or offending library users or staff
- Eating or drinking in non-designated area
- Smoking, chewing or dipping tobacco products
- Soliciting, selling, campaigning, posting of notices or petitions, and distributing of leaflets not authorized through the community relations office
- Entering the library with any animal, other than a service animal that assists a patron with disabilities
- Leaving children under eight years of age unaccompanied by a caregiver at any time
- Carrying a concealed weapon in violation of Florida Statutes 790.01 and 790.06
- Consuming alcohol or illicit substances
- Willful destroying of library property or personal property of library users or staff
- Stealing of library property or personal property of library users or staff
- Physically assaulting or molesting any library user or staff
- Using abusive, lewd, or obscene language toward any library user or staff
- Exhibiting threatening or intimidating behavior including voyeurism, exhibitionism, and stalking
- Bringing suitcases, duffel bags, large bags, or other containers will be permitted in the library **only if the patron voluntarily agrees** that these items may be subjected to a search upon departure.

Locations and Hours

Boca Grande Reference Room & Library

Boca Grande Community Center
131 First Street West, Boca Grande, FL 33921
(239) 410-5193 Voice (941) 964-0211 TTY*
Monday - Friday 9 - 6, Saturday 9 - 3

Bonita Springs Public Library

26876 Pine Avenue, Bonita Springs, FL 34135
(239) 533-4860 Voice (239) 992-1043 TTY*
Monday, Wednesday, Thursday 10 - 6
Tuesday 12 - 8, Friday, Saturday 9 - 5

Cape Coral - Lee County Public Library

921 SW 39th Terrace, Cape Coral, FL 33914
(239) 533-4500 Voice (239) 485-1141 TTY*
Monday - Wednesday 9 - 8, Thursday 9 - 6
Friday, Saturday 9 - 5

Captiva Memorial Library

11560 Chapin Lane, Captiva, FL 33924
(239) 533-4890 Voice (239) 485-1151 TTY*
Monday Closed, Tuesday, Thursday 10 - 6
Wednesday 12 - 8, Friday, Saturday 9 - 5

Dunbar-Jupiter Hammon Public Library

3095 Blount Street, Fort Myers, FL 33916
(239) 533-4150 Voice (239) 334-2272 TTY*
Monday Closed, Tuesday 12 - 8
Wednesday, Thursday 10 - 6, Friday, Saturday 9 - 5

East County Regional Library

881 Gunnery Road, Lehigh Acres, FL 33971
(239) 533-4200 Voice (239) 485-1126 TTY*
Monday - Wednesday 9 - 8, Thursday 9 - 6
Friday, Saturday 9 - 5

Fort Myers - Lee County Public Library

2050 Central Avenue, Fort Myers, FL 33901
(239) 533-4600 Voice (239) 485-1162 TTY*
Monday - Wednesday 9 - 8, Thursday 9 - 6
Friday, Saturday 9 - 5

Lakes Regional Library

15290 Bass Road., Fort Myers, FL 33919
(239) 533-4000 Voice (239) 533-4087 TTY*
Monday - Wednesday 9 - 8, Thursday 9 - 6
Friday, Saturday 9 - 5

North Fort Myers Public Library

2001 N. Tamiami Trail NE, North Fort Myers, FL 33903
(239) 533-4320 Voice (239) 485-1147 TTY*
Monday, Wednesday, Thursday 10 - 6
Tuesday 12 - 8, Friday, Saturday 9 - 5

ALL LEE COUNTY LIBRARY SYSTEM LOCATIONS ARE CLOSED ON SUNDAYS

**TTY refers to telephone numbers for persons with hearing disabilities.*

Northwest Regional Library

519 Chiquita Boulevard N., Cape Coral, FL 33993
(239) 533-4700 Voice (239) 485-1171 TTY*
Monday, Wednesday, Thursday 10 - 6
Tuesday 12 - 8, Friday, Saturday 9 - 5

Pine Island Public Library

10700 Russell Road NW, Bokeelia, FL 33922
(239) 533-4350 Voice (239) 485-1181 TTY*
Monday Closed, Tuesday, Thursday 10 - 6
Wednesday 12 - 8, Friday, Saturday 9 - 5

Riverdale Branch Library

2421 Buckingham Road, Fort Myers, FL 33905
(239) 533-4370 Voice (239) 485-1196 TTY*
Monday Closed, Tuesday 12 - 8
Wednesday, Thursday 10 - 6, Friday, Saturday 9 - 5

South County Regional Library

21100 Three Oaks Parkway, Estero, FL 33928
(239) 533-4400 Voice (239) 485-1131 TTY*
Monday - Wednesday 9 - 8, Thursday 9 - 6
Friday, Saturday 9 - 5

Outreach Services

Bookmobile

(239) 533-4441 Voice (239) 485-1131 TTY*
(800) 660-6420, Option 6

Books-By-Mail and Senior Outreach

(239) 533-4444 Voice (239) 485-1131 TTY*
(800) 660-6420, Option 5

Multicultural Program

(239) 533-4440 Voice

Literacy

(239) 533-4440 Voice

Talking Books Library

519 Chiquita Boulevard N.
Cape Coral, FL 33993
(239) 995-2665 Voice and TTY* (800) 854-8195
Monday, Wednesday, Thursday 10 - 6
Tuesday 12 - 6, Friday 9 - 5, Saturday Closed

Lee County Library System Administration

2345 Union Street Fort Myers, FL 33901
(239) 533-4800 Voice
Monday - Friday 9 - 5