

Welcome to the Winchester Public Library!

Here are the answers to some questions you may have, but PLEASE ASK THE LIBRARY STAFF whenever you have a question about library services. We are *always* happy to help you. You can also call us at 781-721-7171, ext. 20 for the adult Reference Department and ext. 26 for the Children's Room. The library website is www.winpublib.org

1. How do I get a library card?

You can get a free library card in five minutes at the Circulation Desk. You will need a photo ID (identification) and proof of your current address. At age four, children accompanied by a parent or legal guardian can receive a library card. **Please remember to bring your library card with you whenever you visit the library.**

2. Is it possible to get a family card?

Library cards are given to individuals only. This protects the privacy and confidentiality of our borrowers, as required by Massachusetts law.

3. What is the PIN number I get with my card?

The PIN is a Personal Identification Number (a password) that protects your privacy and lets you access your library account online. Ask a Reference Librarian about using the catalog and your account from home.

4. What items can I borrow?

The following items are available for both children and adults:

- Materials for learning English – books, CDs, DVDs and newspapers
- Books and books on CD
- Movies and documentaries
- Museum passes, allowing free or discounted admission
- Magazines
- Music CDs

5. How long can I keep these items? How do I renew them?

Most items can be kept for 3 weeks. Movies and **new** adult books go out for 1 week. Museum passes are available only for one particular date.

All items except museum passes can be renewed, as long as no one else is waiting for them. You can renew items in person or over the phone. If the item is not overdue, you may renew online.

6. Where else can I use my library card?

Your card may be used at over 40 libraries in the Minuteman Library Network, including nearby libraries in Arlington, Lexington, Medford and Woburn.

7. Does the library have materials in my language? If not, how can I get them?

The Winchester Library does not have many materials in languages other than English. Some Minuteman libraries have good collections in particular languages. A Reference Librarian can get an item sent to the Winchester Library for you and help you find libraries with collections in your language.

8. Do you have computers in the library for public use? Where are they? How do I sign up?

There are computers with Internet access in the Reference Room and the Children's Room. You use your library card to sign up. The computers are available for one hour in the Reference Room and 30 minutes in the Children's Room. If it is not busy, the time on the computer will be extended.

The computers in the two Quiet Study Rooms may be reserved for two hours two days each week. They have Rosetta Stone English language-learning software, Microsoft Office, and tutorials for Microsoft Office, and do *not* have Internet access

9. Are there programs for children and adults in the library?

The Friends of the Winchester Public Library sponsors many programs throughout the year. All programs are free, but some programs require signing up in advance. You can find out about upcoming programs on our website, www.winpublib.org, under "News & Events" and in the "Library Lines" column of the *Winchester Star* paper.

10. Is it all right to drop my child off at the library?

Children age eight and under must be accompanied by a person 14 years of age or older at all times.

While the Library staff works to create a safe environment, we cannot assume responsibility for the care of any children left unattended by parents and caregivers. As a community center open to all, the Library cannot guarantee the safety of its patrons and urges all caregivers to remain with their children at all times.

11. Do you offer English classes or English conversation groups?

The Winchester Public Library does not offer English classes or conversation groups. We work closely with English At Large, an organization that matches learners and tutors and offers several conversation groups in Winchester. You can find links to English At Large and other helpful groups on our website at winpublib.org/esolclasses.htm

The Library has a large collection of materials for learning English located in the Reference Room and the Rosetta Stone English language-learning software in the Quiet Study Rooms.