

FAQs

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 with proof of continued residency.

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. Library cardholders from non-CCS libraries will have to fill out an application and have their status verified by their home library. These 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 LIBRARY" area of our [online catalog](#). Using the Library's [online catalog](#) allows you to look up titles, review your account, renew items, request items, and pay fines and fees from any computer anywhere. You may also create lists to keep for yourself or share with other Library users. Apply in person at the Circulation Desk with your library card and photo.

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 our [online catalog](#).

5. How do I put a book on hold?

Click on the "place hold" next to the item listing in the [catalog](#). You will need to log-in with your 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 at 847-432-0216 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](#)

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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 stations. Please see our computer use policy page for more information.

8. Does the Library offer proctoring services?

Yes. Tests will be administered by appointment made with the proctoring staff member, except no exams will be administered during first ½ hour and last 1 hour during library hours. Please read our proctoring policy for more information.

9. Does the Library offer technology training?

Yes. Our Book-a-Librarian program is a service for Highland Park Public Library card holders by appointment with a librarian for a one-to-one customized help and skill-building session. Please read more about our Book-a-Librarian service.

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