



Student Library Card Frequently Asked Questions



1. What can I access with my Student Library Card?

- Borrow up to three (3) library books or audiobooks at a time from any Glendale Library, Arts & Culture location. You may also place up to three (3) items on hold at a time.
- Free digital access to e-books, audio books, newspapers, magazines, and databases. Click [here](#) to access the digital collection.
- Free access to Homework Help NOW. Click [here](#) for access.
- Free access to computer and high-speed Wi-Fi at any Glendale Library, Arts & Culture location. Click [here](#) to find your neighborhood library location.

2. How do I apply for a Student Library Card?

We are currently piloting the Student Library Card program at Balboa, Edison and Jefferson Elementary Schools and Roosevelt Middle School. We plan to roll out the program at Cerritos, Keppel, Mann, Marshall, and Muir by spring 2020 and at the remaining Glendale Unified schools by the 2021/2022 school year. Each participating school will notify parents once we launch the program at that school.

Any Glendale resident can apply for a regular library card by visiting any Glendale Library, Arts & Culture location and completing an application.

3. How should new incoming students receive a Student Library Card?

New students should receive the form from their GUSD school site. Once received, GUSD staff will input the information in the spreadsheet to be sent to Glendale Library, Arts & Culture. Please allow up to 2 weeks for processing and arrival to the school.

4. How should a current student opt-in to the Student Library Card Initiative now that it has been launched at his/her school?

These students will need to fill out the form from their GUSD school site. Once received, GUSD staff will input the information in the spreadsheet to be sent to Glendale Library, Arts & Culture. Please allow up to 2 weeks for processing and arrival to the school.

5. I lost my Student Library Card, how do I get a replacement?

To replace your Student Library Card, please click [here](#) to complete the Student Library Card replacement form. You will be notified once the replacement card is ready. Allow up to two (2) weeks for a replacement card to be delivered to your school.

6. What happens if I lose/damage a library book?

You will not be charged a lost book fee on any materials checked out with the Student Library Card. However, your borrowing privileges will be blocked in an incremental fashion if items are lost or damaged. For example, if you check out three (3) items, and later:

- One (1) item is lost or damaged, then you will only be allowed to borrow up to two (2) items total at a given time until the lost or damaged item is returned or replaced*.

- Two (2) items are lost or damaged, then you will only be allowed to borrow up to one (1) item total at a given time until the lost or damaged items are returned or replaced*.
- All three (3) items are lost or damaged, then you will no longer be allowed to use the Student Library Card to borrow physical items until the lost or damaged items are returned or replaced*.

*If you need to replace a book on your account, please e-mail us at studentlibrarycard@Glendaleca.gov to coordinate the replacement process.

7. Are there any fees for books checked out on a Student Library Card that are returned late?
No, there are no fines or fees for late or lost books. For details on lost/damaged material see previous question.
8. What if I already have a regular library card?
You may continue to use your regular library card in addition to using your new Student Library Card.
9. If I owe money on my regular library card, may I still register and/or use my Student Library Card?
Yes, your Student Library Card is a separate account from your regular library card.
10. What is my PIN number? How can I change it?
Please ask your teacher for your initial temporary PIN. If you have already changed your temporary PIN and have forgotten it, visit any Glendale Library, Arts & Culture location for assistance with resetting it.
11. How do I access my Student Library Card account?
To access your account online, you will be required to enter your Student Library Card number and PIN. Click [here](#) for library account login. If you have forgotten your PIN number, see previous question.
12. For how long is the Student Library Card valid?
Your Student Library Card expires when you unenroll or graduate from Glendale Unified School District.