

ACCESS YOUR ACCOUNT ONLINE

Patrons can check their due dates, renew their books and place books on hold on their own computer. In order to do this, the patron must have the 14-digit library card number and a four-digit PIN. A default PIN (Personal Identification Number) is issued when the patron first receives a library card. The patron can then change it to a personal number online. If forgotten, patrons may call the library to be reissued the default PIN.

Instructions for Patron:

- First, go to <http://www.lib.shepherdstown.wv.us/> and click on the My Account tab.
- When prompted, type in your 14-digit library card number and your four-digit PIN.
- You will be able to renew books, change your address and/or phone number (**please notify your home library if you do so**) and review the books you currently have out along with their due dates.
- To renew any book, just check the box in front of it and click “renew checked items.” If the item cannot be renewed (there is a two-renewal limit, or someone else has the book on hold), there will be a notice stating, “Item cannot be renewed. Check at the circulation desk.” Please call the library to override this notice.
- If you would like to be able to see your loan history, you must request the service from the librarian. The list will begin from the day you request it. You may ask it to be turned off or erased at any time.
- To place a hold on a book, first locate the book in the online catalog. Click on “Place Hold” and enter your card number and PIN. This will automatically alert the owning library to retrieve the book from the shelf and notify you when it is available.

If you have any problem at all, please call your library and ask for assistance. We will be happy to help!