



Carrollton Public Library Overdue Fees FAQ

Q. Why is Carrollton Public Library eliminating overdue fees?

A. The essential mission of a publicly funded library is to provide free, equal, and equitable access to information in all its forms. Carrollton Public Library believes that fines present an economic barrier to accessing library materials and services, and the penalties drive away the people who stand to benefit the most from free library resources.

Q. Have other Libraries eliminated overdue fees?

A. Yes. Over half of the 17 closest cities to Carrollton, and their public libraries, no longer collect overdue fees.

Q. Will my existing overdue fees be waived?

A. Yes! A Resolution was passed by City Council, effective September 15, 2021, to erase all outstanding Carrollton Public Library overdue fees and restore services to all affected Library accounts.

Q. Will there still be due dates?

A. Yes. Materials will still have due dates.

Q. Will I still receive reminders about returning materials?

A. Yes. As before, you will receive timely reminders, letting you know when your materials are due. The courtesy notice will be sent 3 days before items are due. Overdue notices will be sent 1, 4, 7, and 14 days after the due date. At the fifth reminder notice, 25 days after the due date, a billing notice for the replacement cost of the item will be sent.

Q. Will my borrowing privileges be affected if there are no overdue fees?

A. Yes. If a material is not returned by its due date, the account will be blocked from further access. Services will be restored once the material is returned, renewed, or the replacement/lost item cost has been paid.

Q. May I still renew materials?

A. Yes. Materials, if eligible, may still be renewed by accessing your account online at [Library Account Log In | CPL \(cityofcarrollton.com\)](https://cityofcarrollton.com), using a self-check kiosk at either Library, or through the cloudLibrary app. If you have trouble renewing your items, please call the Library at 972-466-4800.

Q. What if a patron never returns a material?

A. Carrollton Public Library trusts our patrons with personal responsibility. If a material is not returned within a timely manner, the full replacement cost charge is placed on the account and blocks further access to Library services.

Q. How will this process work if I return something overnight at a book drop?

A. Good news! The internal and external book drops at both Library locations now have automatic check-in using RFID technology. This means, once an item is put in a book drop, it will be automatically checked in for you. If you have further concerns, you may call the Library during business hours at 972-466-4800.

Q. May I place a hold on an item if I have something overdue?

A. No. Once overdue materials are returned to the Library, you may then place a hold on an item. If you have any questions, please contact the Library during business hours at 972-466-4800.

Q. Will hold times for materials be impacted?

A. Statistically, eliminating overdue fees, does not impact materials availability. Patrons will want to continue to use Library services and return materials in a timely manner. Carrollton Public Library does not anticipate that hold times will change.

Can I return items that are long overdue or have been marked “lost”?

A. Materials that are 25 days past due will be charged the full replacement cost of the material. However, if the item is returned in good condition within 90 days of the due date, the replacement cost will be waived, and no fees will be assessed. However, after 90 days, the item can no longer be accepted, and the lost/replacement charges are considered final. Contact the Library at 972-466-4800 for questions.

Q. I always consider my overdue fees as donations to the Library. How can I continue to support Carrollton Public Library?

A. The Library always welcomes your support. For ways to donate time, money, or materials, visit [Support the Library | City of Carrollton, TX](#)

Q. How do I apply for a library card, or replace one that I’ve lost?

A. You may visit or call us at the Library during business hours. For more information, you may visit our website: [Library Cards | City of Carrollton, TX](#)