

FAQs

So if I don't return an item, I won't get charged?

Not exactly. When an item is 7 days overdue, your account will be charged the replacement cost of the item plus a processing fee. You will be responsible for those charges until you bring back the overdue item.

Will you let me know that my item is overdue?

You will receive a notice when your items are two days past due, 4 days past due, and 6 days past due. After 7 days past due, your account will be billed for the replacement cost and you will receive a notice about the charges to your account.

You can always log into your account at <https://catalog.dallaslibrary.org/polaris/logon.aspx> to check the status of your items.

I have overdue fines from before May 22. Do I still have to pay them?

No. Visit your nearest library location and staff will waive those fines. The library is working to clear all accounts. It will take a few weeks.

How do I know if I have any charges on my account?

The quickest way would be to log into your account at <https://catalog.dallaslibrary.org/polaris/logon.aspx>. You can also visit one of our 29 library locations or email librarycustomerservice@dallaslibrary.org.

I lost the items that are charged to my account, but I can't afford to pay the replacement costs. Will you waive those charges?

You can bring in a replacement copy that is in new condition. Otherwise, you will have to wait for future special events when customers will have an opportunity to work off their fines through various initiatives.

I didn't really lose the items on my account. Can I still bring them back?

Yes! If they are still in good condition, bring them back and the charges on your account will be waived.

I lost my card a long time ago. How do I know if I have an account?

Visit your nearest library location, and the staff will see if you are in the system. Bring a photo id and something that verifies your Dallas residency, like a lease agreement, a bill mailed to your address, etc.

Is the library going to lose money by not collecting fines?

Any fines and fees collected by the library goes to the city's general fund, not the library directly. Since autorenewal was established several years ago, plus the increase in ebook checkouts (which don't accrue fines) the amount of overdue fines charged to accounts has gone down significantly. Also, history has shown that most fines are never paid and instead people stop using the library altogether. We would rather have you use the library than punish you with fines you can't pay.

Overdue fines teach personal responsibility. Why isn't that important anymore?

You are still responsible to bring items back. Accounts will be charged the replacement cost of an item plus a processing fee when an item is 7 days overdue. The account will be blocked from use until the item is returned.