

FAQs

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1. What does NEOS stand for?

- NEOS is a Greek word meaning "new"
- Historically, NEOS was an acronym for **N**etworking **E**dmonton's **O**nline **S**ystems.
- Today, NEOS is an 18-library consortium that includes central and northern Alberta libraries supporting members' clients in a cost-effective manner through the sharing of people, technology, and collections.

2. How do I get a NEOS library card?

- Member libraries of the NEOS Library Consortium offer their clients NEOS library cards.
- Go to the NEOS website at www.neoslibraries.ca/node/5 to locate your home library.
- Present your NEOS library card or faculty/student identification card to borrow library materials on-site from any of the NEOS libraries. Check the library's information on the NEOS website first before going to any of the libraries.

3. How long may I borrow library materials and how many can I take out?

- Loan periods and renewal limits are set by NEOS libraries for their own clients.
- Standard loan period for other NEOS libraries is two weeks with two two-week renewals (provided that there are no holds/reserves on the material).
- Limits on the amount of material borrowed are not set in the NEOS system. However, if a library decides that you are taking too much, a library may limit the amount of material borrowed and will tell you so upon checkout.

4. How do I request library materials?

- To place a request for library materials:
 - Search the NEOS Libraries' Catalogue for the item you want.
 - Click on Details
 - Click on Request/Hold this item
 - Enter your User ID (Library Card Barcode Number) and your PIN. Choose a pickup location from the list of NEOS libraries. Cannot remember your PIN? Contact your home library and library staff will help you.
 - Click on Place Hold. A message will indicate the status of your request.
- Holds may be placed on available and checked-out material from most NEOS libraries. Placing a hold does not guarantee that the library material will be held for you if another client checks it out from the library in the meantime.

- Holds cannot be placed on Local Loan, Department loan, Reference, Reserve items, and some media materials.
- If someone places a hold on library materials that you have checked out, NEOS libraries will recall these materials. You must return the materials within seven days.
- When the material is available for pickup and you have a current email address on file with your home library, you will receive an email notice.

Exception: You may place a hold on Grant MacEwan College Library materials. However, you must pick up your materials in person at the owning campus library of Grant MacEwan. For Grant MacEwan College clients, you may place a hold on library materials from another NEOS library. However, you must pick up your library material at the NEOS library you selected for pickup. You cannot have the library material delivered to any campus library of Grant MacEwan.

5. How do I renew library materials?

- Renew materials either in-person, through [My Account](#) on the NEOS Libraries catalogue, or by phone.
- Use [My Account](#) to view your list of checked out materials, renew material, monitor and cancel holds, change your PIN and review fines.
- Through [My Account](#), select item(s) to renew. Click only once to renew selected items. The new due date will be displayed.
- You may not renew materials if another client has placed a hold/request for the same material. Your borrowing period will be shortened if someone has placed a recall on your renewed material.
- You may not renew materials if you have reached your renewal limit.

Exception: If renewing library materials from Grant MacEwan College, contact a library service desk at Grant MacEwan.

6. Where do I return library materials?

- Choose the NEOS library closest to you to return library materials. However, not all NEOS libraries have an after-hours book drop.
- Check the NEOS website for the NEOS library nearest you
<http://www.neoslibraries.ca/node/5>

7. Where do I pay my fines?

- View [My Account](#) on the NEOS catalogue for any overdue, reserve overdue and recall overdue fines. If you have a current email address on file with your home library, you will receive an email regarding fines owed.
- You may pay overdue fines at any NEOS library at the circulation/service desk.
Exception: Most Alberta government libraries, Canada Justice, and Grant MacEwan College will not accept fine payments.
- Some NEOS libraries may provide online payment. Contact your home library.
- For fines appeals, contact the owning library.

What happens if I lose library material?

- Fees for lost/damaged library material must be paid at the owning library.
- If material is overdue for more than 31 days, it is considered "Lost".
- A \$150 lost/replacement charge is added to your account.
- If the material is returned prior to paying the lost fee, an overdue fee of \$31.00 will be charged to your account if the material was overdue.
- Charges vary at every NEOS library for lost/damaged materials. Contact the owning library.

8. How long does it take once I've requested material from another NEOS library?

- Available material from other NEOS libraries will be ready for pickup in approximately four to five working days.
- Pick up your material at the pickup location you designated. Materials are held at the pickup location for seven working days.
- Contact the lending NEOS library to verify the item is available.
- Placing a hold does not guarantee that the library material will be held for you if another client checks out the library material in the meantime.

Exception: For Grant MacEwan library materials, you must pick up your library materials from the owning campus library. For Grant MacEwan College clients, you may place a hold on library materials from another NEOS library but you must pick up your library material from the NEOS library you selected. You cannot have the library material brought to any campus library of Grant MacEwan.

9. Why can't I download this e-book?

- NEOS libraries purchase electronic resources (databases, books, journals) through their own budgets. Therefore, their electronic resources may only be available to their own primary clients. Their license agreements may also place restrictions on who may use their electronic resources.
- Ownership of the electronic resource is indicated in the NEOS catalogue.
- Electronic resources that are free to anyone are indicated as "Free Access" in the NEOS catalogue.
- Some libraries permit "walk-in" use at public workstations. In some NEOS libraries, temporary computing IDs are available at the circulation/service desks. Please contact the NEOS libraries directly.

10. Can I use my TAL card or an external library card at any NEOS library?

What is a TAL Card?

- The Alberta Library (TAL) Card provides borrowing privileges at TAL Card participating public, post-secondary and special libraries throughout Alberta. Not all NEOS libraries are participating libraries. To locate participating libraries click <http://www.thealbertalibrary.ab.ca/services/findLibrary.html>
- TAL Cards are not to be used within NEOS if you already have a valid NEOS Library Card.
- At participating TAL libraries, TAL Cards may be used to borrow books for two weeks (contact the library for the maximum number of books allowed). Loans may be renewed at the discretion of the participating library.
- TAL Cards may have in-house access only to material in some specialized collections.
- For more information about TAL and how to obtain a TAL Card, contact your home library or visit the TAL website at <http://www.thealbertalibrary.ab.ca>.

What is an External library card?

- Some NEOS libraries may offer corporations and/or members of the general public, including alumni, borrowing privileges by providing external library cards for use at their particular libraries. A fee may apply for this service.
- Not all NEOS libraries accept external library cards. Contact the NEOS library.
- External library card holders may borrow books for two weeks (contact the library for the number of books allowed). Items can be returned to any NEOS library.
- External library card holders can only place holds on items from the library where they are registered.