

FAQs

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1. What does NEOS stand for?

- NEOS is related to the Greek word meaning "new"
- Historically, NEOS was an acronym for **N**etworking **E**dmonton's **O**nline **S**ystems.
- Today NEOS is an 17-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 to locate your home library.
- Present your NEOS library card or faculty/student identification card to borrow books on-site from any of the NEOS libraries. Check the library's information on the NEOS website or the library's website first before going to any of the libraries.

3. How long may I borrow a book 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 2-week renewals (provided that there are no holds on the items).
- Limits on the amount of material borrowed are not set in the NEOS system. However, if a library decides that you are taking too many books, a library may limit the amount of materials borrowed and will tell you so at the service desk.

4. How do I request a book?

To place a request for a book:

- Search the NEOS Libraries' Catalogue for the book you want.
- Click on Place Hold
- Enter your User ID (Library Card Barcode Number) and your PIN. Choose a pickup location from the list of NEOS libraries Can't 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 books from most NEOS libraries. Placing a Hold does not guarantee that the book will be held for you if another patron checks it out from the stacks in the meantime.
- Holds cannot be placed on Local Loan, Department loan, Reference, Reserve items, some media materials.
- If someone places a hold on library materials that you have checked out, the item may be recalled or you may not be able to renew it. If one of your items is recalled, you must return it within 7 days.
- When the book is available for pickup, you will receive an email notice.

5. How do I renew books?

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

6. Where do I return library materials?

- You may return library materials at any NEOS library. However, not all NEOS libraries have an after hours book drop.

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 most NEOS libraries. Some NEOS libraries provide online payment. Check with your home library.
- For fines appeals, contact the library that owns the material.

What happens if I lose a book?

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

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

- Available material from other NEOS libraries will be ready for pickup in approximately 2-5 working days (i.e. Monday to Friday), depending on the location of the library and delivery schedules.

- Pick up your material at the pickup location you designated. Materials are held at the pickup location for 5 working days.
- Placing a hold does not guarantee that the book will be held for you if another client borrows the book on site in the meantime.

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

- NEOS libraries purchase electronic resources (databases, books, journals), and most license agreements restrict remote access to the library's primary clients. A few license agreements may also place further restrictions, for example to students in a certain program.
- However, most licenses allow for walk-in access to electronic resources. In some NEOS libraries, you will need to provide government-issued ID to get temporary access to the computing network.
- 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.

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

External library card

- Some NEOS libraries may offer corporations, 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 can only place holds on items from the library where they are registered.

TAL Card

- The Alberta Library (TAL) Card provides borrowing privileges at all TAL Card participating public, post-secondary and special libraries throughout Alberta. Not all NEOS libraries are participating libraries. To locate participating libraries go to <http://www.thealbertalibrary.ab.ca/services/talcard/libraries.html>
- TAL Cards are not to be used within NEOS if you already have a valid NEOS Library Card.
- Some libraries limit the number of items you may borrow at a given time on a TAL Card. The library also sets the number of allowable renewals.
- 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>. TAL Cards are free once you have a membership at a participating library.