RENEWALS

You may renew library material (except Hotspots and DVDs) online, by phone or in person. Items may be renewed as long as no one else is waiting to check them out. Materials will be renewed for two-weeks.

If items are overdue, fines will be posted to your record. Cards must be in good standing and with no more than $5 in existing fines or fees outstanding. You are responsible for remembering the new due date.

Online Renewal Service

- Log onto the Library website at: www.santa-ana.org/library
- Go to “Login to My Account”
- Enter your library card number and PIN
- Click on ‘Submit Request’
- Select “Current Loans”
- Select the items you would like to renew and click on “Renew”

You will see the status of your renewal and the new due date. If item is non-renewable, the system will notify you.

By Phone and In Person Renewal Service

Have your library card with you when you call or come in person.

Library Hours

Main Library
Monday – Thursday
10:00 am – 9:00 pm
Friday & Saturday
10:00 am – 6:00 pm
Sunday
12:00 pm – 4:00 pm

Newhope Library Learning Center
Monday – Thursday
2:00 pm – 7:00 pm
Friday – Closed
Saturday
10:00 am – 5:00 pm

Borrowing materials at the Santa Ana Public Library is a low-cost way to enrich your mind, as long as you return your items in good shape and on time. Overdue fines and fees can add up!

If you have a question about fees and fines, including payments, please call us at 714-647-5250 or inquire at the Circulation Desk.

LOAN PERIOD

Two week loan period for all items. Overdue charges will accrue if items are not returned on the due date.

NOTE: Please do not return DVDs, CDs, Hotspots or multimedia sets in the book drop. Items may break and you will be responsible for damage.

Contact Us!
www.santa-ana.org/library

Main Library
26 Civic Center Plaza
Santa Ana, CA 92701
(714) 647-5250

Newhope Library Learning Center
122 N. Newhope St.
Santa Ana, CA 92703
(714) 647-6992

Santa Ana History Room
(Inside Main Library)
(714) 647-5280

www. santa-ana.org/library

Santa Ana
Public Library

Revised May 31, 2018
OVERDUE/LOSS OF USE FEES

- Hardback Books, Multimedia Kits, and Magazines:
  $ .25 a day per item to a maximum of the item’s actual cost (not to exceed $15).
- DVDs:
  $1.50 a day to a maximum of the item’s actual cost.
- Paperbacks:
  $ .25 a day per book to a maximum of $10.00 (or the price of the item if less than the maximum fine).
- Compact Discs and Audio Books:
  $ .25 a day per item to a maximum of $15.00 (or the price of the item if less than the maximum fine).
- Grace Period:
  There is a three-day grace period for the return of library materials.

If the item is returned after the grace period, charges will accrue from the due date, including holidays.

- Lost/Damaged Material:
  Hardback books, CDs, DVDs, Audio, and Multimedia Kits:
  Retail price + overdue charges + processing surcharge of $10.00.
  Magazines and paperbacks
  Retail price + overdue charges + processing surcharge of $7.00.

RENTAL FEES

- CDs
  $ .50 each – Adult
  $ .25 each – Juvenile
- DVDs (entertainment)
  $2.00 each – Adult
  $1.00 each – Juvenile

OTHER FEES

- Bar Code replacement
  $2.00 each
- CD case replacement
  $1.00 each
- CD/DVD pamphlet
  $2.00 each
- Computer printout/photocopies
  $ .15 per copy black & white
  $ .50 color
- Library Card Replacement Fee
  $3.00 each
- Interlibrary Loan
  $5.00 per request
- Fabric Multimedia Bag replacement
  $6.00 each
- CD/DVD Case w/barcode
  $6.00 each
- Microfiche/Film
  $ .25 per copy
- History* Room Research fee
  $20.00 newspaper microfilm search
  $25.00 all other research inquiries
- Other: Actual cost

* Contact the Santa Ana History Room (SAHR) for details: (714) 647-5280

DIGITAL SERVICES PHOTOGRAPH REQUESTS:

Non-Commercial (Personal) Use
- E-mail request $1.00 ea.
- Special Format Image $2.00 ea.
- Scan SAHR Image $5.00 ea.
- Scan Non-SAHR Image $10.00 ea.
- Color Laser Prints $2.00 ea.
- Color Laser Prints by mail $4.00 ea.
- Compact Disc Fee $2.00 ea.
- Scan images not available on Web and delivered by mail:
  SAHR Image $10.00 ea.
  Non- SAHR Image $15.00 ea.

Commercial Use
- Commercial Use Image $25.00 ea.
  If delivered by mail $40.00 ea.
- Additional fee for color prints $5.00 ea.

HOTSPOTS

(Retail price* + overdue charges + reprocessing surcharge of $10.00)
* $100 or Actual Cost whichever is less

Retail Price:
- Device $100.00 ea.
- USB Cord $8.00 ea.
- AC Adapter $8.00 ea.
- Case $6.00 ea.
- Overdue Fee $2.00/day

HOTSPOTS are non-renewable!

Mark your calendar, handle the library materials with care, return items on time and avoid fees and fines!