

## ***Charles C. Myers Library Information for Withdrawing/Transferring Students***

Here are some answers to frequently-asked questions about your library account:

### ***Do I get charged for late library materials?***

No. The library does not charge overdue fines. If you return items *prior* to withdrawing/transferring, no matter how late, there is NO charge. We accept late materials, no questions asked. If something is late & it is within the last month before you plan to leave the university, return it *in person* to Jaimie Shaffer, Circulation Supervisor, to ensure your account is updated prior to end-of-semester billing. Once billing information is sent to the Student Accounts office at the end of the semester, refunds are no longer given.

### ***What if I lost something?***

If you do not return an item, you will be charged a set cost based on item type (book, DVD, etc.) plus a \$25 per item processing fee, which covers *part* of the staffing and materials cost required to handle lost items. Charges are placed on your university bill at the end of each semester & all bills must be paid before your transcripts will be released to you (ie. if you plan to attend another college).

### ***How do I check my library account?***

On the library's webpage, [www.dbq.edu/library](http://www.dbq.edu/library), select *My Account* from the *Find Books* box. Enter your university ID# from the front of your ID card (usually 5 digits) to see a list of items you have checked out. All items must be returned & blocks cleared before your diploma and transcripts will be released to you.

### ***What borrowing privileges will I have once I leave UD?***

The library participates in the State Library of Iowa's Open Access program, which means that anyone who lives *in the state of Iowa* may check books out with valid identification (current driver's license, for example).

The circulation period is four weeks. Reference books do not circulate, and periodicals and multimedia (such as DVDs or Kindles) are not included in the Open Access program. We do not currently have borrowing privileges for former students who do not reside in Iowa.

There is no UD database access for students who did not graduate from UD. For database access or other privileges, students should contact the library at the institution where they are enrolled.

### ***May I still use computers and wireless at UD?***

Per Office of Technology policy, the library does not provide wireless internet or other computer use for the public or alumni. If you wish to have access to the internet, contact your local public library. Residents of Dubuque may use Carnegie-Stout Public Library at 360 W. 11th Street. The phone number is (563) 589-4225.

Questions? Contact the Library Circulation Supervisor, at (563) 589-3689.