



Tennessee Electronic Library includes access to Heritage Quest, the Genealogy Database and links to information on Tennessee history, as well as PowerSpeak, which will help you learn a foreign language.



- Online children's book
- Videos
- Math stories, and more to go

<http://www.bristol-library.org/Childrens-Department/tumblebooks>

Having trouble accessing these items? Staff will be happy to help!



Mondays at 11:30 AM
Tuesdays at 10:00 AM

If you need more information, please contact our Children's Department at 276-821-6153.



MAIN
701 Goode Street
Bristol, VA 24201
276-645-8780
276-669-5593 (fax)

Hours:
Monday-Thursday 9 am-8 pm
Friday-Saturday 9 am-5 pm
Sunday 2 pm-5 pm

AVOCA BRANCH
1550 Volunteer Parkway
Bristol, TN 37620
423-968-9663
276-645-8795 (fax)

Hours:
Monday-Thursday 10 am-7 pm
Friday 9 am-5 pm
Saturday 9 am-noon
Closed Sunday

JONES CREATIVITY CENTER
701 Goode Street
Bristol, VA 24201
276-645-8790
276-591-1606 (fax)

Hours:
Monday-Thursday 10 am-7pm
Friday & Saturday 10 am-3 pm
(Hours are subject to change)

www.bristol-library.org

How do I get a library card?

Adults need to have two forms of identification, one of which has your local, current address printed on it. Children under the age of 18 must have permission from a parent or guardian to check out books and to use our internet computers. Cards may be used at both Bristol Public Library & Avoca Branch Library.

What do the libraries offer?

- Books
- E-Books & Audio Books
(Through R.E.A.D.S or Tumble book)
- DVDs
- Sight Saver (Large Print) Books
- Books on Cassette
- Books on CD
- Music CDs
- Language CDs
- Electronic Databases
- Internet Access
- Meeting & Study Rooms
- Special Programs for Children & Teens
- Interlibrary Loan
- Genealogy & Local History Collections
- Microfilm (including the *Bristol Herald Courier* from 1907-present)
- Magazines & Out-of-Town Newspapers
- Fax Services
- Leapfrog Kits
- I Love Virginia State Parks Kits
- Computer Classes (JCC)
- 3-D Printing (JCC)
- Resume & Job Source (JCC)

How many books can I check out? For how long?

Adults may check out up to 20 items. Juveniles may check out 15 items, but no DVDs. We allow four DVDs to be checked out per adult card.

Books, CDs, and Audiobooks check out for 2 weeks. DVDs check out for 4 days.

All items may be renewed twice (except Kits) unless the item is on reserve for someone else. Renewal can be done over the phone or via computer.

Fines and Lost Materials

Books, CDs, and Audio Books: 20 cents per day

DVDs: \$1 per day

Kits: \$1 per day (1 week checkout)

SP Kits: \$2 per day (2 week checkout)

Charges for lost and unreturned materials will be replacement costs plus fines and fees. The library reserves the right to deny use to anyone who is not in good standing.

Reserves

If you can't find an item we own, you may put it on reserve and we will contact you when it comes in. You can do this in person, over the phone or from your home computer through your library account. Failure to pick up reserves will result in a fine of \$1.

Computer Access

Free computer access is available at the library. Printing is 20 cents per page for black and white and 50 cents per page for color. Maximum time allowed on the computer per day is 90 minutes and login is by library card or visitor's pass. Express computers allow 30 minutes of use. Headphones are available for \$3. Juveniles (those under 18) must have permission to use the internet, either by library card or accompanied by parent or guardian.



Fax Services

There is a charge of \$1 per page to receive a fax, \$1.25 per page to send a fax and \$1.50 per page for international faxes. Fax numbers are listed on the front of this brochure.



Follow us on Facebook & Twitter
facebook.com/bristolpubliclibrary
twitter.com/thebplibrary

Using your library account

How do I check your card catalog from home?

Go to our website at www.bristol-library.org, click on the "Search Catalog" button in the left column.



How do I check my account?

- Click on "My Account"
- Enter your barcode (library card number) without spaces in the boxes enter your password.
- When your account comes up, click on "Checkouts" to get a list. You can see checkouts, due dates, holds, etc.

I can't get into my account! Now what?

- Be sure you entered all 14 digits of your card number without spaces.
- If this doesn't work, call the library at 276-645-8780 or email bplreserves@gmail.com

How do I renew my books?

- Sign into your account
- When your account comes up, click on "Checkouts" to get a list.
- Click on the box beside each item to renew.

I did that but it didn't work! What's wrong?

There may be several possible reasons. Here are the most common ones:

- Materials may be renewed twice without being brought back to the library. If you've already renewed an item twice, it won't renew again.
- If another patron puts this title on reserve, it won't renew and must be returned to the library. You may put it on reserve to get the item again.
- If your items are already overdue, it will not renew.

Does the library send out courtesy notices?

We only send out notices when the items you have checked out are overdue. If you lose your check out slip, login online or notify us so we can assist you.

Will you be putting items on hold? We have different ways to notify you.

We can call, email or text using the contact information you gave to us when you signed up for your card. If any information changes, please notify us.

How do I know the item I requested is really on reserve?

Login to your account; your holds will be listed.

What does "in transit" mean?

It means that the item is being moved from one library to another.

24 Hour Online Access to

- E-book for Kindle, Nook, and other devices
- Downloadable audio books
- Streaming Video and Magazines

Go to <http://reads.lib.overdrive.com> and log in with your library card!



- Research Databases (includes magazine and newspaper articles, medical information, business news, more)
- Test Prep
- Career Guides
- Foreign Languages

Go to www.bristol-library.org and click on "Resources" at the top of the page. Then click on "Research" on the left side. From there you can check either FindItVirginia or TEL. You may be asked to select a library and put in your library card.



FindItVirginia includes free access to Zinio magazines, including National Geographic, Men's Health, Mother Earth News, and more!

