**Owwl.org > Account Questions**

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# How to apply for an OWWL library card

You may apply for an OWWL library card in all public libraries in Ontario, Wayne, Wyoming and Livingston Counties. You will be required to show identification with your current address. Policies for applying for Young Adult and Children are set individually by library. Contact your local library for more information.

The OWWL library card can be used in all Ontario, Wayne, Wyoming and Livingston County public libraries.

# What type of identification is required to apply for a library card?

You will be required to show at least one form of identification showing your current residence.

# How do I get a PIN to login to My Account?

If you did not receive your OWWL PIN number or have lost your OWWL PIN number, please call your local OWWL Library. Tell them your OWWL card number and address and your PIN will then be provided over the phone.

# What can I do with my PIN?

With your OWWL PIN you can:  
- View Checkouts online  
- Place Renewals and Holds online  
- Download Audiobooks and eBooks from [http://owwl2go.owwl.org](http://owwl2go.owwl.org/)  
- View full text Databases and Articles online  
- Use WiFi within the Library  
- Change your PIN online

# Are there fines for overdue items?

Most OWWL libraries charge a fine for each day an item is overdue. OWWL fines are posted to your account and may be paid at any OWWL library in Ontario, Wayne, Wyoming and Livingston Counties. Fines of $5.00 or more will block your account and prevent you from borrowing more items. There may be options available soon to pay fines remotely with a credit or debit card.

# May I borrow materials if I live outside of Ontario, Wayne, Wyoming, or Livingston Counties?

Yes. Non-residents may apply for an OWWL card and borrow materials for free in most OWWL libraries. Geneva Public Library currently charges a fee for those who do not reside in or own property in one of the counties served by Pioneer Library System.

# Is there a way to reserve popular or difficult to find items?

Yes. You may place holds to reserve items using your OWWL card number and PIN. Go to the online catalog at owwl.org and log into your own account by entering your OWWL card number and PIN. Then begin searching the catalog. When you find a title to reserve, click on the "Place Hold" link next to the item you want. You may also ask library staff to place holds for you.

Holds may not be possible on certain items, depending on:  
- Material type  
- Individual library policies  
- User account restrictions (more than 10 holds already placed, card blocked)

# Is there a charge for holds?

There is no charge for placing holds in owwl.org. However, if you fail to pick up a hold that you have been notified is available, you may be charged a $1.00 fee.

# May I return my books to any library?

Yes. Materials may be returned to any public library in Ontario, Wayne, Wyoming and Livingston Counties, unless otherwise noted on the material.

# Can I renew materials I have charged out?

Yes. As long as your OWWL library account is in good standing and there are no holds on the item, you can renew most library items twice. Renewals can be done in person, online via your account login at owwl.org, or by calling your local OWWL library.

# Is there a way to request a book that is not owned in OWWL?

Yes. Books, videos and audiobooks not available in the OWWL catalog (with the exception of materials published within the last year) may be requested through Interlibrary Loan. There is a non-refundable $5 fee for each request. The fee will be collected at the time your request is made. Payment does not guarantee the book will be received. Contact your local library for more information on this service.

# What if an item I borrowed is damaged?

When a book is damaged, you may have to pay for its repair or replacement. Talk to your local library and explain what happened. The library will then work with the owning library to determine if there are fees.