



PALM BEACH COUNTY LIBRARY SYSTEM e-Card FAQ's

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1. What is an e-Card and how does it differ from a regular Palm Beach County Library Card?

An e-Card is a card that allows access to the online databases found on our website but does not allow checking out or placing holds on library materials, as can be done with a regular Palm Beach County Library Card. An e-Card is issued to anyone who fills out the Palm Beach County Library Online Registration form and submits it online.

2. Who needs an e-Card and do I need one if I already have a Palm Beach County Library Card?

Anyone who does not have a Palm Beach County Library Card and who wishes to use our electronic databases needs a Palm Beach County Library e-Card. Those who already have a Palm Beach County Library Card may use the electronic databases with their existing Library Card number.

3. How do I get an e-Card?

To get a Palm Beach County Library e-Card fill out the Online Registration Form. You will receive via e-mail reply a temporary e-Card number which you may use right away to access our online databases. If you are eligible for a permanent e-Card, one with a new number will be sent to the mailing address submitted on your online registration.

4. Is there a charge for an e-Card?

There is no charge for a temporary e-Card. If you wish to have a permanent e-Card, there may be a charge if you live outside the Library District. Check eligibility guidelines by visiting or calling any branch.

5. Will my e-Card expire and how can I renew my e-Card?

Temporary e-Card numbers will expire in 30 days. A permanent e-Card will expire in 2 years. Permanent e-Cards may be renewed over the phone by calling the Circulation Department of any branch <http://www.pbclibrary.org/locations.htm>, or by e-mailing registration@pbclibrary.org.

6. What if my permanent e-Card is lost or stolen?

If your permanent e-Card is lost or stolen, call or visit the Circulation Desk at any Palm Beach County Library location <http://www.pbclibrary.org/locations.htm>.

7. How do I get a regular Palm Beach County Library Card?

If you would like to get a Palm Beach County Library Card or convert your e-Card to a Palm Beach County Library Card, visit any Palm Beach County Library System location listed at <http://www.pbclibrary.org/locations.htm> with proof of current address (such as driver's license, voter registration or current bill). There may be a charge for those living outside the Palm Beach County Library District. For information on eligibility for a free card, call or visit one of our locations.